AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application.

LISTING OF CLAIMS

1. (Currently Amended) A method for monitoring electronic commerce transactions, said method comprising the computer-implemented steps of:

determining network transport latency between a network monitor and a customer site;

determining application test latency, comprising transmitting an application test to said customer site, wherein said application test is selected to represent a portion of said electronic commerce transactions, and an application monitor determines a time interval between said transmitting and receiving a response; and

indicating said network transport latency and said application test latency on a display.

2. (Original) A method for monitoring electronic commerce transactions as recited in Claim 1 further comprising:

determining a network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

determining an application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

3. (Original) A method for monitoring electronic commerce transactions as

recited in Claim 1 further comprising:

determining percentage deviation of said determined network transport latency

from previously determined values of network transport latency for a given day and time;

determining percentage deviation of said determined application test latency from

previously determined values of said application test latency for a given day and time;

and

wherein said step of indicating said network transport latency and said application

test latency further includes displaying said determined deviation of said network

transport latency and displaying said determined deviation of said application test

latency.

4. (Original) A method for monitoring electronic commerce transactions as

recited in Claim 2 wherein said method further includes:

calculating a network transport latency unloaded baseline, said network transport

latency unloaded baseline indicating the lowest calculated network transport latency

during a given time period; and

displaying said network transport latency unloaded baseline.

5. (Original) A method for monitoring electronic commerce transactions as

recited in Claim 4 wherein a single graph is displayed that indicates said network

transport latency, said network transport latency baseline and said network transport

latency unloaded baseline.

6. (Original) A method for monitoring electronic commerce transactions as recited in Claim 2 wherein said method further includes:

calculating an application test latency unloaded baseline, said application test latency unloaded baseline indicating the lowest calculated application test latency during a given time period; and

displaying said application test latency unloaded baseline.

7. (Original) A method for monitoring electronic commerce transactions as recited in Claim 6 wherein a single graph is displayed that indicates said application test latency, said application test latency baseline and said application test latency unloaded baseline.

8. (Original) A method for monitoring electronic commerce transactions as recited in Claim 2 wherein application component latency is determined for each of a plurality of application components and wherein said application component latency for each of said plurality of application components can be displayed.

9. (Original) A method for monitoring electronic commerce transactions as recited in Claim 8 wherein an application component latency baseline is determined for each application component and wherein said application component latency baseline can be displayed.

10. (Original) A method for monitoring electronic commerce transactions as

recited in Claim 9 wherein an application component latency unloaded baseline is

determined for each of said plurality of application components and wherein said

application component latency unloaded baseline for each of said plurality of application

components can be displayed.

11. (Original) A method for monitoring electronic commerce transactions as

recited in Claim 10 wherein a graph can be generated for each application component that

includes said application component latency, said application component latency baseline

and said application component latency unloaded baseline.

12. (Original) A method for monitoring electronic commerce transactions as

recited in Claim 11 wherein said application components include a login component, an

order component, a configure component and a help component.

13. (Currently Amended) A computer system comprising:

a bus;

a processor coupled to said bus; and

a memory unit coupled to said bus, said processor for executing a method for

monitoring electronic commerce transactions, said method comprising the steps of:

determining network transport latency between a network monitor and a

customer site;

determining application test latency, comprising transmitting an

application test to said customer site, wherein said application test is selected to

represent a portion of said electronic commerce transactions, and an application monitor determines a time interval between said transmitting and receiving a response; and

indicating said network transport latency and said application test latency on a display.

14. (Original) A computer system as recited in Claim 13 wherein said method for monitoring electronic commerce transactions further comprises:

determining a network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

determining an application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

15. (Original) A computer system as recited in Claim 13 wherein said method for monitoring electronic commerce transactions further comprises:

determining deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;

determining deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and

wherein said step of indicating said network transport latency and said application test latency further includes displaying said determined deviation of said network transport latency and displaying said determined deviation of said application test latency.

16. (Original) A computer system as recited in Claim 14 wherein said method for monitoring electronic commerce transactions further comprises:

calculating a network transport latency unloaded baseline , said network transport latency unloaded baseline indicating the lowest calculated network transport latency during a given time period; and

displaying said network transport latency, said network transport latency baseline and said network transport latency unloaded baseline on the same graph.

17. (Original) A computer system as recited in Claim 14 wherein said method for monitoring electronic commerce transactions further comprises:

calculating an application test latency unloaded baseline, said application test latency unloaded baseline indicating the lowest calculated application test latency during a given time period; and

displaying said application test latency, said application test latency baseline and said application test latency unloaded baseline on the same graph.

18. (Original) A computer system as recited in Claim 13 wherein application component latency is determined for each of a plurality of application components and wherein said application component latency for each of said plurality of application components can be displayed.

19. (Original) A computer system as recited in Claim 18 wherein an application

component latency baseline and an application component latency unloaded baseline are determined for each of a plurality of application components and wherein a graph can be generated for each of said plurality of application components that includes said application component latency, said application component latency baseline and said application component latency unloaded baseline.

20. (Currently Amended) A computer-usable medium having computer-readable program code embodied therein for causing a computer system to perform a method for monitoring electronic commerce transactions, said method comprising:

determining network transport latency <u>between a network monitor and a customer</u> <u>site</u>;

determining application test latency, <u>comprising transmitting an application test</u> <u>to said customer site,</u> wherein said application test is selected to represent a portion of said electronic commerce transactions<u>, and an application monitor determines a time</u> <u>interval between said transmitting and receiving a response</u>; and

indicating said network transport latency and said application test latency on a display.

21. (Original) A computer-usable medium as recited in Claim 20 wherein said method for monitoring electronic commerce transactions further comprises:

determining a network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

determining an application test latency baseline that indicates an average of

previously determined values of application test latency for a given day and time.

22. (Original) A computer-usable medium as recited in Claim 20 wherein said method for monitoring electronic commerce transactions further comprises:

determining deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;

determining deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and

wherein said step of indicating said network transport latency and said application test latency further includes displaying said determined deviation of said network transport latency and displaying said determined deviation of said application test latency.

23. (Original) A computer-usable medium as recited in Claim 21 wherein said method for monitoring electronic commerce transactions further comprises:

calculating a network transport latency unloaded baseline, said network transport latency unloaded baseline indicating the lowest calculated network transport latency during a given time period; and

displaying said network transport latency, said network transport latency baseline and said network transport latency unloaded baseline on the same graph.

24. (Original) A computer-usable medium as recited in Claim 21 wherein said method for monitoring electronic commerce transactions further comprises:

calculating an application test latency unloaded baseline, said application test latency unloaded baseline indicating the lowest calculated application test latency during a given time period; and

displaying said application test latency, said application test latency baseline and said application test latency unloaded baseline on the same graph.

25. (Original) A computer-usable medium as recited in Claim 24 wherein application component latency is determined for each of a plurality of application components are determined and wherein said application component latency for each of said plurality of application components can be displayed.

26. (Original) A computer-usable medium as recited in Claim 25 wherein an application component latency baseline and an application component latency unloaded baseline are determined for each of a plurality of application components and wherein a graph can be generated for each of said plurality of application components that includes said application component latency, said application component latency baseline and said application component latency unloaded baseline.